



Dental Instructions

Instructions for filing the MassDEP Dental Amalgam / Mercury Recycling Certification Form

Filing Your Certification Form Online

The Certification Forms are on-line in eDEP – MassDEP’s on-line forms service. The instructions below show you how to get the on-line forms. Detailed instructions are on the following pages.

STEP ▾	DESCRIPTION ▾
Find eDEP and Login	<p>Go to the Dental program website at: http://www.mass.gov/eea/agencies/massdep/toxics/programs/dental-amalgam-mercury-recycling-program.html Note that this is where you can find other information helpful to dental practices. Click on the “Certification Forms” webpage. Scroll down and you will find a green link to eDEP: eDEP Online Click the link and Login if you have a Username and Password. If you have used eDEP to file a certification in the past, you have an eDEP username and password. If you forgot your password, click the link: “Forgot your Password?” If you can’t find the username you used for your last filing, call the eDEP Help desk at 617.626.1111 or email Helpdesk.EEA@MassMail.State.MA.US .</p>
Register with eDEP (if you need to)	<p>If you have not used eDEP before, register with eDEP to obtain a username and password. See Page 4 for details on how to register.</p> <p>If you have used eDEP to file a certification in the past, you do not need to register because you already have an eDEP username and password. Skip registration and login (please do not register for a second account). If you can’t find the username and password you used for your last filing, call the eDEP Help desk at 617.626.1111 or email Helpdesk.EEA@MassMail.State.MA.US .</p>
Complete Your Form	<p>There are 4 steps to completing your certification using the eDEP. Go to Page 5 to start (if you do not have to register).</p> <ol style="list-style-type: none">1. Create your form and fill it out (first read New Security Procedures on p.2).2. Sign your form electronically.3. Pay the required \$400 fee online.4. Submit your certification. You will receive a receipt for your transaction and an email from MassDEP confirming your submittal.
A Note about the Fee:	<p>Each filing must be accompanied by a fee of \$400, which should be paid online.</p> <p>You will NOT have to pay a fee if you are:</p> <ul style="list-style-type: none">✓ Claiming an exemption because your facility does not generate or discharge wastewater from amalgam-related processes, and/or✓ Filing an <i>updated</i> certification after your initial due date but before the deadline for submitting your next certification.



New Security Procedures

Multiple Session Warning



Sorry, eDEP can not be used with multiple browser windows or tabs.
Please close this window/tab to return to eDEP.

Have you encountered the grey warning above and wondered what it is?

This is new feature this year that prevents the very serious problems that can occur if a user opens 2 different eDEP sessions at the same time – a rare problem, but potentially very damaging.

To get beyond of the multiple sessions warning . . .

1. close **ALL** browser windows (even windows for other browsers you may have open)
2. then open a new browser window and navigate to the eDEP login screen.

This warning is based on a session cookie – so if you close ALL browser windows the cookie should clear automatically. Any open browser window will, however, maintain the session cookie. So be sure to close ALL browser windows after you receive the duplicate sessions warning.

If you still have problems with the multiple sessions warning . . .

Click or go to the link to find quick solutions (see Troubleshooting eDEP and look under Multiple Sessions Warning).

<http://www.mass.gov/eea/docs/dep/service/dentists/quickfix.pdf>

Establish eDEP as a Trusted / Privileged Site



A new Adobe security feature stops data from downloading so that all fields (including Facility Name) are blank when you open the form.

You must establish eDEP as a trusted or “safe” site. There are three easy ways to do this. You will only have to do this once.

Below is the first method. If it does not work then go to the Dental program web page and download the Quick Fix fact sheet for the other methods (look under Troubleshooting eDEP the Blank Facility Name topic:

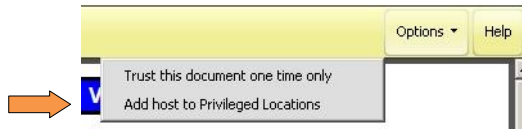
<http://www.mass.gov/eea/docs/dep/service/dentists/quickfix.pdf>

STEPS ▾

1. When you open the form if you get a dialog box with a message about not being able to save your form, click “CLOSE” – that message is irrelevant.
2. If you then get a dialog box with a message that you have timed out and asking you to save – click “NO” – that message is irrelevant.
3. If you can still see the form (i.e. the session has not crashed, which usually results in a white screen with or without an error message) then notice the yellow bar at the top of the browser window.



4. Click the “Options” button in the yellow bar.
5. There are usually 2 choices displayed – select the 2nd choice which is “Add host to Privileged Locations”



6. You should notice immediately that the form fills with data – if so, you are done and ready to work on your form.

If it does not fill with data (e.g., the Facility Name field remains blank) or you get an error message and the yellow bar disappears, then you can try the other methods.

To find the other methods, go to the Dental program web page and download the Quick Fix fact sheet for the other methods (look under Troubleshooting eDEP the Blank Facility Name topic:

<http://www.mass.gov/eea/docs/dep/service/dentists/dntlinst.pdf>

Register With eDEP (if you need to)

NOTE: If you already have an eDEP username and password, proceed to Page 5.

Go to the Registration Screen

To register and get a User Name and password, in the right column of the Log In screen, click the New User button.

Before You Start:

Check out the eDEP user system requirements at the lower right of the Log In screen. Verify that your system meets these requirements or you may have trouble using the forms. For detailed requirements click "more".

Create Your Account

Complete all required fields, which are designated by a red asterisk (*) on the online form.

- **Main Phone:** Type a telephone number where MassDEP can reach you during business hours.
- **Username:** Choose a username that is at least five (5) characters long but contains NO spaces.
- **Nickname:** The nickname is important if you need to share the package with another user – for example, when one person completes the form, but another is authorized to sign it. Choose a nickname that is at least five (5) characters long, contains NO spaces, and is DIFFERENT from your username.
- **Terms and Conditions:** Click on the link to read the eDEP Terms & Conditions. Check the button "I agree" indicating your agreement with the Terms & Conditions.

Click: [Create My New Account](#)

- **Errors:** If there are problems with your registration, you will be directed back to the registration page. Error messages **highlighted in red** will indicate where you need to make corrections. Make the necessary corrections – you will also have to re-enter and confirm your password information again.

You are now logged in to eDEP and will see the welcome on you're my eDEP screen. You can manage your account through the My Profile menu.

Create & Submit Your Certification Form

Before You File – What You MUST know to complete your certification form

- If your facility's ownership, tax identification number, affiliation, or practice name has changed since you last filed, please contact MassDEP to request correction to your database record before filing a certification form.
- The make(s), model(s), and date(s) of installation of amalgam separator(s) that your facility has installed and is operating (refer to installer's documentation). You must have installed an amalgam separator before you can file your certification form. See list of Approved Amalgam Separators on the MassDEP Dental website.
- Your facility number and your RO account number (these are typically on any reminder letter you received from MassDEP – contact MassDEP if you don't know them).
- The number of dental chairs served by the amalgam separator(s).
- Who (individual or company) services and maintains amalgam separator(s).
- What company transports or ships your waste mercury amalgam (name and phone).
- Who (individual or company) manages mercury-containing waste at your dental facility.
- Where the mercury-containing waste generated at this practice is sent for recycling. If you do not identify a *bona fide* mercury waste amalgam recycler, your dental facility will not be in compliance. See list of Amalgam Mercury Recyclers on the MassDEP Dental website.

If you do not know the name of your mercury waste amalgam recycler receiving facility, your waste amalgam transporter should be able to provide this information. DO NOT enter your waste transporter or service provider's name as the mercury amalgam waste recycler (Question E5 on page 4 of the certification).

- Whether the facility discharges its wastewater to a sewer or a septic system.
- The pH of the treatments or cleaners used to flush your system lines – you can find this information on the container or the MSDS or from your supplier.

Important Tips

- Use your mouse to move through the form and select fields. Using keyboard commands such as TAB and ENTER will not always get you where you want to go.
- Click the blue SAVE buttons often to save your work. You will find SAVE buttons at the top of the first page of the form.
- Click the blue VALIDATE button at the top or bottom of the form ONLY after you have fully completed the form.
- Please note that the pull down menus for the Service Provider (Question D.3.c), Transporter/Shipper (Question E4; page 3) and the Recycling Receiving Facility (Question E5; page 4) are not working at this time. *In both sections, please instead check the adjacent "other" checkbox, and then enter the required information that follows (example below).*

4. Amalgam waste generated at this facility is transported/shipped by:

a. eDEP online drop menu (paper filers enter manually)

☒ b. Other Transporter/Shipper

c. Transporter/Shipper Name

d. Transporter/Shipper Phone Number

My eDEP

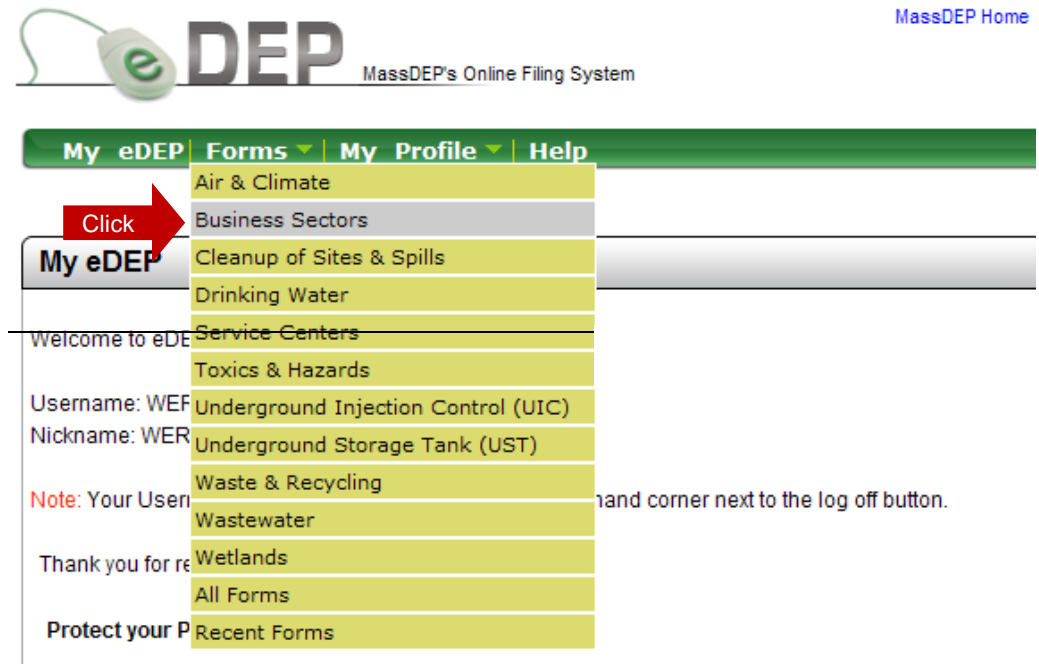
After you log in, you are shown the My eDEP screen. This screen displays your current and in-process eDEP transactions. If you are a first-time user, no submittals will be listed.

Open a New Form

You must open a new form each time you file – you cannot go back and use any previous certifications you have in eDEP.

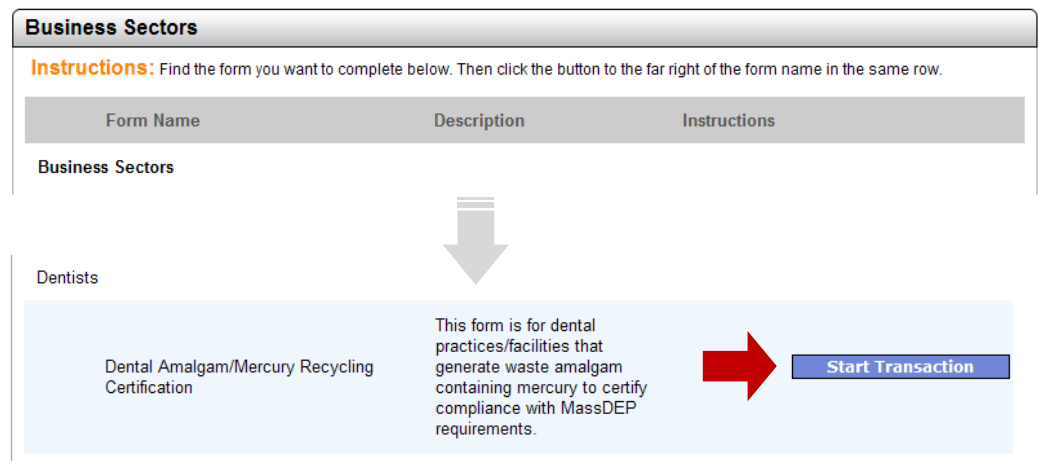
Mouse over “Forms” in the green menu. A list of categories will drop down.

Click: Business Sectors



Scroll down to find “Dentists” and the form titled “Dental Amalgam/Mercury Recycling Certification”.

Click: Start Transaction.



This opens the Preform Screen:

Preform

Preform: Dental Amalgam/Mercury Recycling Certification

If you are unable to access the form via the Facility Account Number and Dental RO Number, please send an email to the DEP HELP desk by clicking on the contacts icon at the bottom of your home page, and then, under Technical Help with eDEP, clicking on the email link to the DEP help desk. MassDEP will reply to you as soon as possible.

Facility Account Number :

Dental RO Number:

Enter your facility's access codes:

Facility Account Number
Dental Regulated Object (RO) Number

These have usually been provided to you in a reminder letter or email from MassDEP. (If MassDEP has not provided you with these codes, please contact Lee Andrews at 617-292-5647 or dental.mercury@state.ma.us.)

Click

After your dental office facility name displays, click:

This opens the Transaction Overview screen with your new submittal. Note that there are three arrows representing 3 steps needed to complete your form:

1. Forms
2. Signature
3. Submit

Transaction Overview Trans# 215601 ID# 426567 Dental Amalgam/Mercury Recycling Certification

STEPS

FormsSignatureSubmit

Forms

Print TransactionDelete TransactionShare TransactionExit

Errors Checked/ValidatedFill out the following forms for this transaction:

Dental Amalgam/Mercury Recycling Certification

Next

Click

(or the "Dental Amalgam/Mercury Recycling Certification"

to open your form. Please be patient as the form may take some time to load.

Fill out Your Form

The form is eight (8) pages long and is divided into Sections A-J. Answer **all** applicable questions in Sections A through I.

Note that Section J "Return to Compliance" only appears if a response to any question in Section A-I triggers Section J.

Basic commands appear in blue boxes at the top and bottom of each page of the form:



- **Save** to back up your work. Remember to **save** often (Save will save your work and then re-load the form – so it may take a little time).
- **Save and Exit** stores your work and exits the form. If you need to stop before you have completed the entire submittal process, click Save and Exit.
- **Validate** checks all your work. Validation checks for simple errors, but will not catch every mistake. You are responsible for ensuring the accuracy of your certification. Validate **ONLY** after you have completely filled out the form.
- **Print** will send the form to your printer.
- **Cancel** exits the form without saving your changes.

Note:

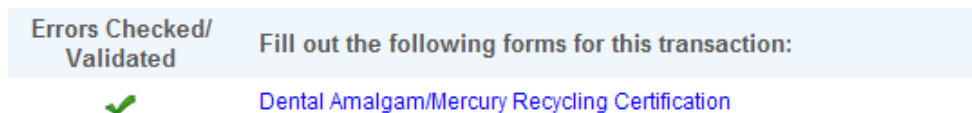
Section I, Field a, requires a "Signature of Individual Making Certification." Leave this field blank when completing Section I. There is an electronic acceptance (signature) step later.

Section I, Field d, requires a "Date of Certification." Leave this field blank when completing Section I. The date is recorded in the submit step later.

Validate Your Form

After answering all applicable questions in Sections A through I: Click **Validate** at the top or bottom of the form.

If your form validates with no errors, it will automatically return to the <Transaction Overview> screen and a green check mark will appear next to "Dental Amalgam/Mercury Recycling Certification", indicating that you have successfully validated the form.



If your form contains errors that need to be corrected you will be shown an error screen. After reviewing the errors, click: [Click Here to Correct the Errors](#)

Validation Errors Result		
Click here to correct the Errors		
Question	Message Type	Message Description
Section A 3b	ERROR	1028 - A response to this question is required in order to continue.
Section A	ERROR	1028 - A response to this question is required in order to continue.

The form will open again and the fields containing errors will be highlighted in red.

Scroll through the form to find these highlighted errors and fix them (you may validate as many times as needed to identify all errors).

Return to Compliance Form

After you successfully validate your form, you will be presented with a Return to Compliance (RTC) form if required based on your responses to questions in Section A through I.

An indented unchecked “child” form: “Dental Amalgam Separator – RTC form [facility #]” will appear below the green checked certification form.

The screenshot shows a form validation interface. At the top, there are four buttons: "Print Transaction", "Delete Transaction", "Share Transaction", and "Exit". Below these is a table with two columns: "Errors Checked/ Validated" and "Fill out the following forms for this transaction:". The table has two rows. The first row shows a green checkmark in the first column and "Dental Amalgam/Mercury Recycling Certification" in the second. The second row shows a minus sign in the first column and "Dental Amalgam Separator - RTC form (514112)" in the second. At the bottom right of the table is a blue "Next" button.

Errors Checked/ Validated	Fill out the following forms for this transaction:
✓	Dental Amalgam/Mercury Recycling Certification
—	Dental Amalgam Separator - RTC form (514112)

Complete and validate any Return to Compliance form. Click **Next** to open the RTC form.

Once you have successfully validated the Return to Compliance form (Section J), you will be returned to the Transaction Overview screen where both the main form and the “child” RTC form will have green check marks.

Please note that if you have validated the Return to Compliance form, and then go back and make changes to Sections A through I, you will need to re-open and re-validate the Return to Compliance form.

Sign Your Form

After you have successfully validated your form (and any required Return to Compliance form) you can sign your form.

Click **Next** or click the [Signature](#) arrow link to open the signature screen.



Read the certification language. If you are satisfied with the certification, check the signature box: ☐ Signature

Enter your first and last names in the Name field

Click: **I Accept**

When you click **I Accept**, you are adding your electronic signature to the form, just as if you had signed a paper form.

The certification is now LOCKED and can no longer be edited.

Once you have successfully signed the form, you will be returned to the Transaction Overview screen.

Pay the Fee

Now the Payment step is active and you can make your payment on-line by clicking [Payment](#) or [Next](#)



This opens the Payment screen. There is a \$400 fee associated with this certification.

Note: The fee payment step will be bypassed if you are:

- ✓ Claiming an exemption because your facility does not generate or discharge wastewater from amalgam-related processes, and/or
- ✓ Filing an *updated* certification after your initial due date but before the deadline for submitting your next certification.

Click on "Credit Card" to indicate the form of payment you will be using. The next field should already contain the fee amount (\$400).

Click: [Continue](#)

On the next screen, enter the requested payment information:

- Method of Payment: American Express, Discover, Master Card or Visa accepted
- Card Expiration Date
- Zip/Postal Code of Credit Card Billing Address

Click: [Continue](#)

Review the Payment Confirmation page for accuracy.

To charge your account and receive a confirmation number, click:

[Submit Payment](#)

Be sure to click the "Submit Payment" button **only once!**

The resulting page will present a confirmation and summary of your fee payment.

This returns you to the Transaction Overview screen and shows Payment Confirmation information as well; confirm for accuracy.

Submit Your Form

Now the Submit step is active:



You can click [Submit](#) or [Next](#)

This opens the Submit page.

After you submit, you will receive an e-mail confirmation.

If you want to add an additional email address to receive a confirmation, enter that email in the empty box.

Review and Submit your Transaction

Please review your transaction. If you are satisfied, scroll down and click submit.

An email confirmation will be automatically sent to the owner of this account at

If you would like to send this confirmation to others please enter their address below separated by a semicolon;

Scroll down to the lower right corner to find the submit button:

Submit

Click the Submit button to submit your certification and payment.

Please note that your certification and payment are not received by MassDEP until you click Submit.

You will be returned to a Summary & Receipt page.

If you would like to print a hard copy for your records: Click

Print Receipt

To close this application, Click:

Exit

Or click My eDEP on the green menu.



DEP

MassDEP's Online Filing System

[MassDEP Home](#)

My eDEP | Forms ▼ | My Profile ▼ | Help

Congratulations!

You have successfully filed your Dental Amalgam/Mercury Recycling Certification through the eDEP Online Filing System. Thank you.